



## Job Description

### **Library Clerk**

**Classification:** Library Clerk – entry level

**Work Schedule:** Part-time, 15-20 hours per week, consisting of a combination of days and/or evenings and rotating weekends; may vary to accommodate the needs of the library.

**Salary:** Salaries for part-time Library Clerks start at \$9.00/hr.

**Application information:** Cover letter, resume, and three references submitted to Library Director at time of application.

**Supervision Received:** Works under the direction and supervision of the Library Director.

**Summary:** Library Clerk positions are responsible for working most hours at the Circulation Desk, performing library clerical work involving circulation services, basic reference services, and occasional programming duties.

#### **Basic Qualifications**

- At least 18 years of age.
- High School education or equivalency diploma.
- One year library, education, or clerical experience.
- Experience using a public library.
- Relevant combination of education, experience and training.
- Able to interact with public in a friendly manner, while exercising patience, follow-through, a high quality of customer service.
- Have a demonstrated proficiency in the use of a computer work station and the ability to run commonly available library equipment.
- Basic knowledge of general office procedures.
- Basic knowledge of library materials.

#### **Preferred Qualifications**

- Bachelor's Degree preferred.
- Experience in public library work preferred.
- Knowledge of library computer-based and physical resources.
- Prior knowledge of library procedures desired.

#### **Duties/Responsibilities**

1. Performs a variety of library circulation and clerical procedures with a heavy concentration of public contact including greeting each patron as they enter the library and offer assistance.
2. Work circulation desk using automated circulation system.
  - a. Check materials in and out.
  - b. Assist in physical upkeep of materials. Inspect for cleaning or repairing. Make minor damage repairs as needed or identify items to send on for further repairs.
  - c. Place materials on reserve, issue new cards, update expired cards, etc.
  - d. Collect money for fines and fees.
  - e. Create new patron accounts and issue library cards.
  - f. Track statistical information.
  - g. Maintain high level of confidentiality at all times.
3. Answer incoming phone calls with proper phone etiquette and assist as necessary.
4. Respond to requests for information from patrons in the library and by phone.
5. Perform shelf maintenance. Re-shelve materials. Shelf-read. Straighten and clean shelves as needed.
6. Make photocopies and collect monies for copies and computer printouts.
7. Assist patrons in locating materials and information in print and non-print resources.
8. Assist patrons on public computers and troubleshoot if necessary.
9. Assist patrons in the Heritage Room, help with microfilm reader/printer.
10. Prepare spaces for use by in-house programs and/or outside meetings and groups.
11. Assists with library program preparation and implementation, as directed.
12. Open and close library according to written procedures, in accordance to work hours.
13. Complete individual assigned tasks.
14. Attend staff meetings and contribute to work-related discussions.
15. Other duties as assigned by the director.

### **Knowledge, Skills and Abilities**

Detailed instructions and close supervision are received during training and on new assignments, but routine assignments are carried out independently. Use of individual initiative and good judgment, based on established policies and procedures, is expected as experience is gained. On the job training is provided under the supervision of the library director.

- Operate office equipment such as photocopiers, printers, fax machines and computers.
- Knowledge, skill and ability in library clerical functions.
- Work together with other employees to provide quality services to customers.
- Provide reference services, assisting locating reference sources and provide instructions for use.
- Stay organized and on task.
- Keeps work areas neat and clean.
- Receive oral or written instructions from Library Director.
- Plan work according to established procedures.
- Prioritize tasks within work assignment.
- Oversee the appropriate use of library facilities.
- Participate in selection of materials by making suggestions.
- Participate in programming and special events.
- Understand computers and automated library system.
- Assists customers in learning how to use the library's search tools.
- Ability to understand and follow oral and written instructions
- Process fines and accept payments.
- Demonstrate a working knowledge of library principles and practices.
- Work in a pleasant and effective manner with patrons, co-workers, and volunteers.
- Work independently and takes initiative to successfully complete duties.

- Enjoy reading and using other library materials and helping others of all ages enjoy library resources.
- Ability to type accurately.
- Attention to detail.
- Tact and courtesy in dealing with staff and public. Ability to create courteous pleasant first impression of library
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously/
- Able to work with a minimum of supervision individually as well as with others and regularly takes personal initiative to execute work responsibilities.

## **PHYSICAL DEMANDS**

- Frequently required to reach with hands and arms, stand, walk, sit, use hands to finger, grasp, handle, feel or operate objects, tools, or controls, talk and hear.
- Hand-eye coordination necessary to operate computers and various office equipment.
- Occasionally required to climb, balance, stoop and crouch.
- Occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

## **Work Environment:**

- The work characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Employee performs a variety of simple tasks following instructions provided.
- The noise level in the work environment is generally quiet.

**Personal Attributes:** Ability to deal with associates and the public in a courteous manner; ability to make decisions of other than a routine nature in order to meet controlling conditions; neat personal appearance; emotionally stable; pleasing manner.

## **Special Requirements**

None.

## **License or Certificate**

Not Applicable.

*Note: This job description is not, nor is it intended to be, a complete comprehensive statement of all duties, functions and responsibilities which comprise this position.*